



CITIZENS' ADVISORY COMMITTEE ON *MEASURE Z* EXPENDITURES

The Advisory Committee meets on each Wednesday in March to review applications and will make recommendations to the Humboldt County Board of Supervisors in April.

APPLICATION FOR FUNDING

Agency Name: 2-1-1 Humboldt Information and Resource Center

Mailing Address: 434 7th Street suite 210, Eureka, CA 95501

Contact Person: Jeanette Hurst Title: Director

Telephone: 707-443-8637 E-mail address: Jeanette@211humboldt.org

1. AMOUNT OF MEASURE Z FUNDING REQUESTED FOR FY 2020-2021: \$ 46,100.00

2. ENTITY TYPE -- Please check appropriate box.

- a. Humboldt County Department
- b. Contract Service Provider to Humboldt County
- c. Local Government Entity
- d. Private Service Provider
- e. Non-Profit Service Provider
- f. Other, Describe: _____

3. Describe how the scope of your proposal fits the intent of *Measure Z*. Specifically, how will it maintain and improve public safety and essential services, as described on the previous page?

On a national platform, 211's across the country are assisting in emergency efforts, connecting individuals and families to the resources they need. Throughout fires, floods, and other natural disasters, 211's have stepped in to prevent 911 from being overloaded with incoming calls. Locally, 2-1-1 Humboldt has worked to maintain our mission statement: To empower communities by helping members to identify, navigate and connect with vital resources that improve the quality of their lives. During the recent PSPS events, our local 2-1-1 fielded over 600 calls in the span of those 3 days. While something like the PSPS may not have been a major catastrophe, this does give some insight as to what it may look like in Humboldt County if we were to be struck with a disaster. 2-1-1 Humboldt has continued to maintain relationships with 2-1-1 California, the collective of 2-1-1's across the state, as well as 2-1-1's National across the country. Maintaining our online database and information is vital to how 2-1-1's operate. 2-1-1 Humboldt is in the process of attempting to expand and catch up to current technology. If funded, 2-1-1 Humboldt will be using the funding to purchase necessary equipment to maintain operations locally in case of emergency; not just ensuring that 911 would receive fewer non emergency calls, but allowing 911 to maintain its emergency response times. While at the same time ensuring that safety information is readily available for the whole community. We also need funds to cover the cost of calls that were answered by San Bernardino, who assisted us during the first PSPS outage and the one on Jan. 17th, which cost us over \$6,500. We are NOT receiving any funding at this time for these calls, but they must be paid, we are asking for your help with these expenses and an additional \$10,000 to cover events we know will happen again. We need to be prepared for the inevitable and 211 has been doing this in our community for over 5 years.

4. Please provide a brief description of the proposal for which you are seeking funding.

2-1-1 Humboldt is looking to update office equipment to ensure long lasting assistance to the residents of Humboldt County 24/7 365 days a year, before, during and after any major event. This would take the form of purchasing 5 new computers to relieve our outdated equipment. A network router and network attached storage to ensure longevity of the computers being purchased. This switch would require a technician for one time assistance to properly install equipment and make the changes with our current network, funding to pay for calls going to other 211's. Lastly, the events and circumstances of the PSPS, raised red flags around our workers ability to maintain access to the call center, database and information required to help those in need; we are looking to procure a back-up battery powered generator, with low emissions and noise, and a mobile wi-fi hotspot to ensure connectivity during those events that could take our power down. 211 has handed in over **500 letters of support**; from community members and organizations, which we understand is more than all those who have applied for Measure Z combined.

6. How have you developed a plan for sustainability, including diversification of funding sources, for your proposal to carry on without reliance on future *Measure Z* funds?

We are constantly working on sustainable funding for 2-1-1 and we are working legislatively with the Governor's office of Business and Economic Development "GOBiz" and California Public Utilities Commission "CPUC" on making sure every County in California has a 2-1-1 in place. GoBiz and the CPUC have given 12 million dollars for the start up funds for each county to do this work during times of emergency; from there it is up to the county, local funders to find funding to maintain 211. GoBiz and CPUC told us about the California PSPS funding on a conference call in January. They instructed us to reach out to our County Officials since Humboldt had experienced a PSPS event and received the maximum amount. They told us they had direct funding for Communicating to the public. We have asked for consideration for that funding and were told that it would be brought up to the PSPS Committee. We have not heard if that was done, but were subsequently told that funding has been appropriated already. I have been in conversations with the trainers at the FEMA Emergency Management Institute in Maryland, where 79 governmental and nongovernmental persons from our community attended training in 2017. I was one of them and they spoke during our training about the importance of being able to feed information to the community with a simple 3 digit number that everyone would be able to remember during times of extreme stress. There was a message coming across the bottom of their TV telling the community to call 2-1-1 for information and resources. We will continue to work on support from as many important entities as possible who may help us obtain funding on both the state level as well as federal.

7. If this request is for the continuation or expansion of an existing program/service, what is the current source of funding for that program/service?

No.

8. If you are awarded *Measure Z* funds, how do you plan to leverage these funds to secure additional grants, contributions or community support?

With new technology and equipment, our growing call center can operate in a smoother manner. We would be able to pull in more interns and volunteers during PSPS events or other major events that would increase our call volume and meet the need for more people to be on-line with a computer at our site. Our site gets anywhere from 60 to 140 calls a day, but during the last power outages on Jan. 17th, we received over 200 calls within the first couple of hours; this call volume is a sign of how the word has gotten out regarding 211 being the number to call after an outage, if this event had lasted longer, our call volume would have surpassed the 600 calls we got with the first 3 day PSPS event. At that time we had only the advertising coming from OES's Humboldt Alert on the third day, telling people to call 211 for information. Most calls had to be forwarded to the San Bernardino location, which charged us \$7.50 per call, totaling nearly \$6,500 for both events. We need to keep our calls local, to keep our cost down, which we can do with the right equipment, financial assistance and warm bodies. Your help would keep operating costs down allowing us to provide the continuity and reliability community members need during times of crisis..

9. Will this proposal require new or expanded activity on the part of another entity to be fully functional and effective? If so, name that entity and describe what that participation would look like.

No.

10. Are there recurring expenses associated with this application, such as personnel cost? Please check yes or no: Yes No



REQUIRED ATTACHMENTS — Be sure to include the following with your application

Proposal Narrative: Brief description of your request for *Measure Z* funds – Please explain how it is an essential service or improves public safety. (one page maximum)

Prior Year Results: If your request is a continuation of a program funded with *Measure Z* in prior fiscal years, please provide the results of implementation. (one page maximum)

Program Budget: Please utilize the template provided on the following pages. This will need to be updated if your agency is approved for funding.

I declare under penalty of perjury under the laws of the State of California that the above statements and all attachments are true and correct

DATE: 2-17-2020

SIGNATURE: [Handwritten Signature]

SUBMIT YOUR COMPLETE APPLICATION TO:

Humboldt County Citizens' Advisory Committee on *Measure Z* Expenditures
c/o County Administrative Office
825 Fifth Street, Suite 112
Eureka, CA 95501-1153

Proposed Budget

Agency Name: 2-1-1 Humboldt Information and Resource Center

Descriptions	Amounts	Approved Budget	Remaining Balance
A. Personnel Costs			
Title:			
Salary and Benefits			
Calculation:			
Duties Description:			
Total Personnel:	0.00	0.00	0.00
B. Operational Costs (Rent, Utilities, Phones, etc.)			
Title: Afterhours Call Center (\$7.50 per call - \$6,500 prior expenses - \$10000 future expenses)	\$16,500		
Description: San Bernardino emergency backup assistance during heavy call volume for PSPS and future events.			
Total Operating Costs:	\$16,500	0	0.00
C. Consumables/Supplies (Supplies and Consumables should be separate)			
Title:			
Description:			
Total Consumable/Supplies Costs:	0	0	0.00
D. Transportation/Travel (Local and Out-of-County should be separate)			
Title:			
Description:			
Total Transportation/Travel Costs:	0	0	0.00
E. Fixed Assets			
Title: 5 Computers (5 x \$600)	\$3,000.00		
Description: A set of 5 computers for office operations			
Title: Unlocked Mobile Hotspot	\$250.00		
Description: Unlocked Mobile Hotspot for back-up Wi-Fi in case of emergency (like PSPS)			
Title: Rechargeable Indoor Generator	\$7,000.00		
Description: A Solar Powered, battery generator for office operations in case of emergency (power outages)			
Title: Network Attached Storage	\$1,700.00		
Description: A Network storage system to ensure longevity of computers			
Title: Network Router	\$350.00		
Description: A proper network router to ensure connectivity between all devices			
Title: IT Technician (\$50/hr – Two days pay)	\$800.00		
Description: A Technician to properly install acquired equipment, to ensure proper installation and communication among computers			
Total Other Costs:	\$29,600.00	0	0.00